

EFFECTIVE

August 24, 2009

SUBJECT

Telephone Interviewing

**TELEPHONE
INTERVIEWS****FAP****BAM 115, 210**

You must conduct a telephone interview at application and redetermination before approving benefits. However, an in-person interview must be held if one of the following exists:

- The client requests one.
- You determine it is appropriate. For example, you suspect information in the application is fraudulent. (Do not require an in-office appointment if the client is experiencing a hardship.)
- You are processing a joint cash and FAP application/redetermination. (Do not require an in-office appointment if the client is experiencing a hardship.)

Note: When conducting a telephone interview, ask the caller a question only the grantee could answer (such as last four digits of their Social Security number, date of birth etc.) to ensure the identity of the caller. The best practice is to document the case record with the answer to your question.

**Scheduling FAP
Redeterminations**

Bridges schedules telephone interviews and sends a DHS-574, Telephone Redetermination Notice, for all FAP redeterminations unless they are a jointly processed FIP/FAP or SDA/FAP case. For those cases, it schedules an in-person interview.

If the interview is held in a different mode than it was originally scheduled, indicate this on the Individual Interviewed/Applicant-Details screen in Bridges. For example, the FAP redetermination is scheduled for a telephone interview and the client requests an in-person interview, change the interview mode to In-person.

Reason: Policy simplification and workload reduction due to approved FNS waiver.

Old Policy: Documentation of the hardship reason was required when conducting a telephone interview.

Interviews

An interview is required before denying assistance even if it is clear from the application or other sources that the group is ineligible.

Reason: FNS clarification.

**MANUAL
MAINTENANCE
INSTRUCTIONS**